

INPUT /FEEDBACK SESSION-
EASTERN REGION MRS/SOS OCTOBER MEETING
OCTOBER 16, 2008

Participants-

Participants- **NCDSS** – Holly McNeill, Patrick Betancourt, Eric Zechman

Bladen Co – Angela Mendell, Sonia Johnson, Audrea Brisson, Vickie Smith, Anna Retsis

Brunswick Co – Patty Myers, Diane Satarro, Amber Piller-Moles

Dare Co – Susan Henderson, Fred Angelilli

Halifax Co – Cheryl Ward, Arnethia Nicholson

Harnett co. – Cindy Milton, Terry Crisp, Beth Bird

Nash – Donna Boone, Ginger Caison

New Hanover Co – Debra Allen-Williams

Onslow – Monique Moore

Pasquotank – Kathy Ford, Linda Moore, Victoria Smith, Sandra Latty

Perquimans – Mary Toth, Angela Jordan, Yolanda Hall

Pitt – Peter Sword, Tammy Lewis

Wayne – Stephen Potter, Octavia Muhammad

PCA-NC – Anne Sayers, Adele Spitz-Roth

Whats working-

1. Child and Family Teams Process- it needs to be implemented as a process not only as a meeting with clear expectations, roles, and timelines but also as a team that brings resources together to support the family. It also requires preparation and follow-up to achieve the desired results.

- New Hanover County has contract with ADR Mediation for Child and Family Team Facilitation that also includes the production of a document outlines what is agreed to. Agency is available, flexible and neutral
- Pitt also has a contract with a mediation center to act as a independent facillator. Is more effective in bringing others to the table
- Onslow also uses a contract agency-M2 Facilitation- has increased the number of community partners who participate
- Nash, Pasquotank, Bladen-all have staff that do CFT's that are not he CPS worker. They find the that having someone who is dedicated to a neutral role, assuring preparation of the children and family and working with community partners to get them to the table also works

- It works best when the team can identify some tasks that can easily be accomplished and therefore get buy-in from the family, their supports and providers.
- CFTs also provide a method for accountability and a way to ensure that a case is moving forward. When everyone knows that they are meeting on 'X' date, they know they have had to complete their assignment.
- Pasquotank reports that they have found regular staffings, (sometimes 3-level) and joint visits between Assessment and In-Home Services worker to be very effective in moving the case along.
- Dare Co. reports that having fewer, more appropriate tasks that the family really invests in, works better than when they had long lists of tasks for families to complete.
- Communication between CFT members in between meetings is crucial to the plan and to accountability.

2. Direct services:

- It works better when staff are able to provide feedback and get feedback from the providers, staying involved helps the family to stay involved.
- Drive-by visits can be seen as an indicator of how well the staff member has engaged the family and how well the family is engaged. It is happening at the end of the week/month when staff has to meet the minimum requirements and have not been able to reach the family during the course of business as usual.
- Having a library of material that workers can use to work with families is helpful and leads to more substantive visits.
- Using the Service Agreement as tool during visits to assess progress.
- Accompanying families or children to appointments is beneficial for several reasons: it reinforces the plan, engages the family/child, and allows worker to have face to face visit with family/child as well as talking to a collateral.

2. Parenting-

- Harnett-using 1,2,3 Magic in the home, as well as Active Parenting, refers to PAT
- Dare-Contract with a Therapist as well as refers for Intensive Family Preservation (Meth. Home)
- Pitt- ECU Marriage and Family Therapy Program and Parenting After Divorce
- Onslow- Has the PEERS agency which has a number of parenting programs
- Pasquotank- Effective Black Parenting and Parenting for Latino Families

3. How measure success?

- Repeat maltreatment
- Length of Service

4. How could project make you more effective? What do you need?

- How do we evaluate parenting ability
- Intensive In Home
- Domestic Violence Services
- Substance Abuse Services
- Services to Sex Offenders
- Mental health resources in general
- Resources for Hispanic families both legal and undocumented
- SW turnover continues to be an issue
- Dedicated facilitators

As far as the actual CPS In Home Social Worker-MORE MEAT!!!

- How to engage the family
- How to set priorities
- Skills around interventions
- Clinical skills
- Curriculum, books, videos- tools that staff can use
- Real time use of technology

NCSU's support for CFT provides a model for the kind of support that would be very helpful to a new approach to in home service once a concept is developed and tested.